



COVID-19 CUSTOMER GUIDELINES



GENERAL INFORMATION

At Macs Adventure the health and safety of customers is our highest priority. As we learn to live in a new world with an ongoing pandemic, we want to make sure that you feel safe and secure. We would like to reassure you that our suppliers have readjusted and taken all the necessary measures.

This pandemic has changed many things and we find it important for you to know what to expect from your travel experience. This document outlines the appropriate guidelines and gives you a general understanding of how accommodations and transfer companies, etc, will handle their day-to-day protocols. This will require some flexibility from our customers as you play your part in making sure that health and safety guidelines are followed. It is therefore imperative that you **read this information before setting off on your trip.** As a result, we are certain that you will have a wonderful experience!

There are some excellent sources of guidance, and we recommend the following:

[WHO](#)

[US Department of State](#)

[Centers for Disease Control and Prevention](#)

For international travel:

You may be required to fill out a registration certificate or form prior to entering the destination country. This will vary across different borders and it is imperative that you check what requirements are expected before you travel. Generally, you will find this information on that country's government's website with requirements for entry.



YOUR DIGITAL TRAVEL DOCUMENTS

We have been planning to deliver our tour information digitally for some time now, in our efforts to develop a more sustainable and impactful presence in the world. Due to this unprecedented situation we are aiming to deliver all your travel documents digitally, including a luggage tag to print. This is our preferred method to ensure we minimize ‘human touch’ where possible, whilst enhancing environmental benefits. When your trip is not fully ready to be delivered digitally, you will still receive the relevant travel documents by post.

In your “My Account” you will find your travel documents and luggage tag in digital form. We recommend that you print out the information pack for your tour, as well as the luggage tags – details on how to do this are provided in your “My Account”. **It is essential that you label your luggage**, otherwise the transfer company will not know who it belongs to and may accidentally leave it behind.

For the most part you can get your directions digitally in our app. More information on how to download the app and how to use it, can be found in your information pack or [here](#).

On some of our UK tours we encourage you to buy a guidebook to have all the pertinent information. If you are uncertain whether you will need a guidebook, please contact your Destination & Adventure Specialist.



HYGIENE AND SANITIZATION

- It is essential that you keep a face covering with you as you are most likely required to wear one at times, i.e. when travelling on flights/public transportation, in public spaces, and in a taxi. If you are unsure, please check local guidelines.
- If using a fabric mask, make sure to change it regularly as it may lose its protective function when becoming moist from breathing
- Wash your hands often and thoroughly with water and soap or use hand sanitizer if you do not have access to a sink
- Avoid touching your face with unwashed hands and always carry hand sanitizer with you (especially for use after touching gates or stiles)
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze



SOCIAL DISTANCING

- Please respect local social distancing regulations, this may be anything between 1 and 2m
- Reduce your interaction with accommodation, transfer, restaurant, and café staff as much as possible
- Respect the procedures set by your accommodation, the restaurant, or the transfer company. This could be one-way systems for social distancing, set check-in times, temperature checks, providing personal details prior to your arrival or having a time slot for meals



COVID-19 SYMPTOMS AND LOCAL INFORMATION

- If you are showing signs of Covid-19 infection (high temperature, persistent cough, difficulty breathing, sore throat, loss of sense of smell or taste) please self-isolate immediately, book a test and seek medical advice
- Please alert the Macs Adventure office should you show signs of Covid-19
- Always follow local guidelines concerning Covid-19 and be aware of any changes
- Macs Adventure strongly encourages you to download local COVID tracking apps to assist in reducing the spread of disease within the local communities



WHAT TO EXPECT ON YOUR TOUR AND THE NEED FOR FLEXIBILITY

As we are all learning about this "new normal", we feel it essential to provide you with information on how your tour may be a little different than usual. The following information comes from our local suppliers and contains examples of the relevant Covid-19 hygiene procedures they have put in place. One of the most important advice is to **call ahead to accommodations** before arrival (24 hrs) as well as following their social-distancing guidelines.



ACCOMMODATIONS

- Since more time is needed to clean rooms between guests, the check-in time may be later than usual and the procedure slightly different. Therefore, it is very important that you call ahead (24 hours should be sufficient) and receive each accommodation's individual procedures.

- You may have to complete an online registration form before checking in for local track and trace schemes
- When calling ahead, you may want to check restaurant openings in the local area as it is likely you will need to book a table in advance
- Depending on the size of the accommodation, public areas may be off limits. You may be asked to stay in your room, rather than in common areas
- Interaction between guests and staff will be limited due to social distancing laws
- Breakfast may be a different experience than usual i.e. you may be required to pre-order breakfast and have it in your room. If you can eat in a breakfast area, you may be required to have a time slot.
- Your room may not be serviced as often due to reductions in staff numbers because of social distancing
- You will likely be asked for any extras to be paid for with a contactless card to reduce interaction with staff
- Some accommodations may wish to take your temperature upon arrival
- It is possible that some services may no longer be available, i.e. laundry, tea/coffee facilities, anything that may enhance the spread of the virus on surfaces. Also swimming pools, spas etc may not be open
- If you are staying in a mountain hut, they will have implemented their own social distancing measures. In some cases, there will be fewer guests staying overnight than usual. Each hut will handle this in a different way, so please check out their website for requirements before you travel or contact your Macs Adventure Destination & Adventure Specialist for details. Generally, however, you will be expected to take your **own sleeping bag** as bedding will now not always be provided.



MEALS AND DINING OUT

- All social-distancing and hygiene information will also be applicable in restaurants, cafes, and pubs
- Try to book a table for dinner in advance to avoid disappointment
- Inns, huts, and excursion destinations along the trails may not be opened. Please inquire about opening hours on site each day
- Popular inns, huts and excursion destinations can be busy, and restrictions mean that they will host significantly fewer guests than usual. There may be a lack of space/waiting times at lunchtime. We therefore advise you to take a picnic as a better option, rather having to wait in a queue



LUGGAGE TRANSFERS AND TAXI TRANSFERS

- You are most likely legally required to wear a face covering in a taxi transfer
- Luggage will likely need to be collected and dropped off just inside the front door of your accommodation. You may be required to carry it to and from your room
- Luggage transfer companies have told us that they will be sanitizing their vehicles regularly and spraying luggage handles with disinfectant before and after transferring it. Please be aware that there may be a lingering smell of disinfectant. Preferably, you should take robust bags that have handles that are made of man-made materials, rather than leather. Please be advised that we cannot be held responsible for any damage this may cause to your baggage
- There may be a perspex screen between the customer and the driver in taxis
- Taxis are likely to carry fewer passengers in each vehicle so that social distancing rules can be adhered to and passengers are required to sit in the back



FLIGHTS AND TRAVEL

When flying you should:

- Keep your distance where possible
- Always wear a face covering
- Wash and sanitize your hands regularly
- NOT travel if you have experienced any Covid-19 symptoms in the past 7 days or if you are self-isolating
- NOT travel if you are sharing a household with someone who is experiencing symptoms
- NOT travel if you have been called by a test and trace service or on a Covid-19 tracing app
- Understand before flying the local public health requirements of your destination country
- Check-in online to avoid face-to-face contact at the airport
- It is also advisable to check the travel regulations with your airline just before you depart to ensure that you are aware of any recent changes



MISCELLANEOUS INFORMATION

- If there are any museums or galleries you wish to visit during your tour, it would be wise to call ahead and see if you need to book in advance. To abide by social distancing guidelines fewer visitors can enter a building.
- Please remember to pack sufficient masks or other mouth and nose protection to last throughout your holiday
- If your tour includes traveling on public transport, such as buses and trains, ferries, or mountain lifts, find out about the respective connection daily, as timetables may be subject to change. In places, separate timetables apply, such as on weekends
- If you are going on a cycling trip, please bring your own helmet in order to reduce the risk of infection

The current situation with Covid-19 is constantly changing and we are dependent on your help to revise any information as frequently as possible. We kindly ask you to be aware of changes and keep informed about the current Covid-19 local and national guidelines in your travel destination before setting off on your trip.

We feel that providing this information is in everybody's best interests and although these measures are part of the "new normal", we know that when you are out walking or cycling in the countryside, the thought of these guidelines will simply fade, and you can fully enjoy the fresh air, being outside exercising and feeling nourished and energised.

We look forward to you travelling with Macs Adventure!